



Common AR Questions

I've posted a cheque and distributed it to the incorrect invoice?

The purpose of this document is to illustrate the proper steps to correct a payment that has been applied to an incorrect Accounts Receivable invoice. This document begins in Receipt Management, as we apply a payment to an outstanding invoice.

In this example, receipt # 50225 has been created in Receipt Management.

Rec/Fol	Total Credits	Remaining Amt	Description	Text	Ex
50225	15,000.00		RECEIPT		Y

Below, receipt # 50225 has been applied to outstanding invoice #8566 in error. When Maestro applies a receipt to an invoice, the ZARD posting code is used.



Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
56		09/24/2003	ZZZZ	QL	EVENT 13	1,575.00		N
57		09/24/2003	ZZZZ	QL	EVENT 31	12,240.00		N
58		09/24/2003	ZZZZ	QL	EVENT 39	2,310.00		N
59		09/24/2003	ZZZZ	QL	EVENT 44	1,694.00		N
60		09/24/2003	ZZZZ	QL	EVENT 57	35.00		N
61		09/24/2003	ZZZZ	QL	EVENT 73	75.00		N
62		09/24/2003	ZZZZ	QL	EVENT 73	20.00		N
63		09/24/2003	ZZZZ	QL	EVENT 40	2,640.00		N
64		09/24/2003	ZZZZ	QL	EVENT 34	1,770.00		N
65		08/12/2004	ZARD	QL	R# 50225		15,000.00	N

***NOTE:

The ZARD posting code is used internally by Maestro and should never be adjusted manually. Manual postings will put ZARD out of balance.

When the receipt is applied to the invoice Maestro performs the following tasks internally:

On the Receipt:

-ZARD offsets the payment

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		08/12/2004	CQ	QL	1234		15,000.00	N
2		08/12/2004	ZARD	QL	I# 8566		-15,000.00	N

On the Invoice:

-ZARD offsets the outstanding charges

62		09/24/2003	ZZZZ	QL	EVENT 73	20.00		N
63		09/24/2003	ZZZZ	QL	EVENT 40	2,640.00		N
64		09/24/2003	ZZZZ	QL	EVENT 34	1,770.00		N
65		08/12/2004	ZARD	QL	R# 50225		15,000.00	N
66		06/08/2004	CQ	QL	ERROR		-15,000.00	N



If you were to use ZARD on the invoice to correct the misapplied amount, Maestro will not automatically offset the manual posting which will leave ZARD out of balance.

To correct the receipt application error:

- 1) Locate the invoice that received the payment in error (invoice # 8566) and re-open the invoice.
- 2) F6, and use your posting code for cheque and enter a negative amount equal to the original receipt, in the voucher make a notation that this was an error or refer to the line you are fixing.
- 3) When you F4 from the Folio Detail Entry/View screen to the Folio Header Entry/View, F5 on T (text) and type in that the cheque was posting here in error and is now posted on invoice#*****)

Folio No	Sr	Date	Description	T	I	O	Sett	St	Outstanding
8565	FD	02/02/2003	MAESTRO PHARMAC/BAYE	QL	N	Y	CASH	FD	30,746.89
8566	SC	02/02/2003	MAESTRO PHARMAC/BOOK	QL	Y	Y		OP	52,456.53
22990	FD	03/18/2						FD	34,810.51
41867	FD	05/16/2						FD	2,205.70
41868	FD	05/16/2						FD	8,081.01
41870	FD	05/16/2						FD	2,805.41
41882	FD	05/16/2						FD	35,765.00

These steps will give this invoice a balance to be settled, the text on the folio header will let anyone know where the receipt amount is now sitting.

- 4) Then, F5 into the invoice to be settled and F6.
- 5) Use your cheque posting code, note the error in the voucher field, and post the receipt amount.



Folio Detail Entry/View [nwind] - Northwind Hotel

File Record Window Info Help

Folio No: 8566 Booking

Bill Src: SC

Src Id: 1568

Desc: Booking

Text: Y

Posted Charges: 67,456.53

Posted Payments:

Folio Balance: 67,456.53

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
57		09/24/2003	ZZZZ	QL	EVENT 31	12,240.00		N
58		09/24/2003	ZZZZ	QL	EVENT 39	2,310.00		N
59		09/24/2003	ZZZZ	QL	EVENT 44	1,694.00		N
60		09/24/2003	ZZZZ	QL	EVENT 57	35.00		N
61		09/24/2003	ZZZZ	QL	EVENT 73	75.00		N
62		09/24/2003	ZZZZ	QL	EVENT 73	20.00		N
63		09/24/2003	ZZZZ	QL	EVENT 40	2,640.00		N
64		09/24/2003	ZZZZ	QL	EVENT 34	1,770.00		N
65		08/12/2004	ZARD	QL	R# 50225		15,000.00	N
66		06/08/2004	CQ	QL	ERROR		-15,000.00	N

***NOTE: Offsetting cheque entries.

Folio Detail Entry/View [nwind] - Northwind Hotel

File Record Window Info Help

Folio No: 41882 bayer #6 pkg. food

Bill Src: FD

Src Id: 3279 Room: QL ZZZZZZ +

Desc: bayer #6 pkg. food

Text: N

Posted Charges: 35,765.00

Posted Payments: 15,000.00

Folio Balance: 20,765.00

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
9		05/22/2003	DR	QL	5076	1,880.25		N
10		05/22/2003	DR	QL	5095	2,757.70		N
11		05/22/2003	BQ	QL	5144	5,538.40		N
12		05/22/2003	BQ	QL	5149	1,903.25		N
16		05/23/2003	DR	QL	5160	1,932.00		N
19X		05/23/2003	BQ	QL	5166	2,833.60		N
20X		05/23/2003	BQ	QL	5168	1,311.00		N
21		05/24/2003	DR	QL	5248	2,035.50		N
22		05/24/2003	BQ	QL	5366	2,985.40		N
23		06/08/2004	CQ	QL	ERROR		15,000.00	N

- 6) The two opposing Cheque posting codes will offset each other effectively transferring the receipt amount from one invoice to another.



I distributed a receipt but the amount was not enough to cover what needed to be paid?

In this example, we have received a cheque worth \$15,000.00 to be applied to the outstanding invoice (# 50230).

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		06/08/2004	RMNT	QL		15,000.00		N

Below, receipt # 50231 has been applied against the outstanding balance on invoice #50230. However, there is still an outstanding of \$500.00 to be settled.

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		06/08/2004	RMNT	QL		15,000.00		N
2		08/13/2004	ZARD	QL	R# 50231		14,500.00	N

To rectify this situation, enter Receipt Management and create a second receipt duplicating the first cheque's information. See below.



Receipt Creation [nwind] - Northwind Hotel

File Record Window Help

Client Code: 7
Client Name: Maestro Pharmaceuticals
Folio Number: 50232
Date Effective: 08/13/2004
Posting Code: CQ
Cheque/Reference: Same Cheque #
Payer Name: Same Payer Name
Bank Name: Same Bank Name
Amount: 500.00
Date Keyed: 08/13/2004

Then apply this second receipt against the invoice with the outstanding balance.

Folio Detail Entry/View [nwind] - Northwind Hotel

File Record Window Info Help

Folio No: 50230 Name, Guest: Closed
Bill Src: FD
Src Id: 64016 10 Room
Desc: Standard Folio
Text: N

Posted Charges: 15,000.00
Posted Payments: 15,000.00
Folio Balance:

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		06/08/2004	RMNT	QL		15,000.00		N
2		08/13/2004	ZARD	QL	R# 50231		14,500.00	N
3		08/13/2004	ZARD	QL	R# 50232		500.00	N

I distributed a receipt but the amount was too much and I have a balance remaining on the receipt?

In this example, we have received a cheque worth \$3142.06 to be applied to the outstanding invoice (# 50234).

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		06/08/2004	AFR	QL		2,805.41		N
2		06/08/2004	GST	QL		196.38		N
3		06/08/2004	P5	QL		140.27		N

However, when entering the cheque amount in Receipt Management, the user entered \$3242.06 in error. Maestro will apply the receipt against the outstanding balance and leave the remained on the receipt.

Rec/Fol	Total Credits	Remaining Amt	Description	Text	Ex
50235	3,242.06	100.00	RECEIPT		Y

To remove this remaining amount, enter into Receipt Management and F5 into that receipt. F6 and use the cheque posting code, put in voucher about too much payment and then post a negative payment equal to your overage.



Folio Detail Entry/View [nwind] - Northwind Hotel

File Record Window Info Help

Create

Folio No 50235 Maestro Pharmaceuticals

Bill Src AR

Src Id 7

Desc Receipt

Text N

Posted Charges

Posted Payments

Folio Balance

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		08/13/2004	CQ	QL			3,242.06	N
2		08/13/2004	ZARD	QL	I# 50234		-3,142.06	N
3		06/08/2004	CQ	QL	ERROR		-100.00	N
4		06/08/2004						

On the Shift Report, the total of the Cheque posting code will display the net amount the entries.

print.smith.txt - Notepad

File Edit Format Help

08/13/2004 05:37pm FD1800 Northwind Hotel Page 1

Shift Activity
Payments
Detail

Date: 08/13/2004
Clerk: NWIND Shift: ALL

Code Description	Res #	Room	Guest Name	Folio Clerk	Time	Sh Voucher	Amount T
CQ CHEQUE			Maestro Pharmaceuticals,	50235 NWIND	05:09pm	2	3,242.06
			Maestro Pharmaceuticals,	50235 NWIND	05:18pm	2	-100.00
						Payment Code Total:	3,142.06
						All Payment Code Total:	3,142.06

008/13/2004 05:37pm FD1800 Northwind Hotel Page 2

Shift Activity
Payments
Summary

Date: 08/13/2004
Clerk: NWIND Shift: ALL

Code Description	Amount	# Items
CQ Cheque	3,142.06	2
Total All Payments:	3,142.06	2

I have posted a cheque and then realized it is on the wrong Account Receivable account?

In this example, we have received a payment of \$1000.00 and created a new receipt (receipt # 50237) in Receipt Management for \$10,000.00 in error. See Below.

Receipt Entry/Log [nwind] - Northwind Hotel

File Record Window Help

Client Code: 7 Status: ACTIVE

Client Name: Maestro Pharmaceuticals

Receipt Distribution: **Outstanding Only** Manual Automatic

Rec/Fol	Total Credits	Remaining Amt	Description	Text	Ex
50237	10,000.00	10,000.00	RECEIPT		Y

To resolve this situation:

- 1) Left click on the Receipt number and F5. F6 and use the cheque posting code, type into the voucher field notation about the error and post a negative payment equal to the error.

Folio Detail Entry/View [nwind] - Northwind Hotel

File Record Window Info Help

Folio No: 50237 Maestro Pharmaceuticals Open

Bill Src: AR

Src Id: 7

Desc: Receipt

Text: N

Posted Charges:

Posted Payments: 1,000.00

Folio Balance: -1,000.00

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		08/16/2004	CQ	QL	7456		10,000.00	N
2		06/08/2004	CQ	QL	ERROR		-10,000.00	N
3		06/08/2004	CQ	QL	CORRECT \$		1,000.00	N

- 2) F6 and post an entry with the correct amount.